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PATENT

RECEIVED

Applicant: Craig R. Shambaugh, et al. Art Unit: 2655

SEP 14 2004

Serial No.: 09/670,093

Confirmation No.: 3663

Technology Center 2600

Filed: September 26, 2000

Examiner: Albertalli, Brian Louis

For: METHOD OF CREATING  
SCRIPTS BY TRANSLATING  
AGENT/CUSTOMER  
CONVERSATIONS

I hereby certify that this paper is being  
deposited with the United States Postal Service as  
first class mail in an envelope addressed to:  
Commissioner for Patents, P.O. Box 1450,  
Alexandria, VA 22313-1450:

Attorney  
Docket No.: 77779

9/7/04

Date

Registration No.: 34,137

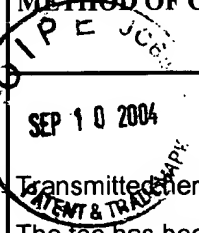
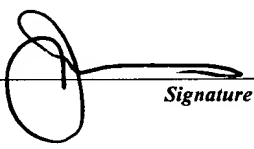

Attorney for Applicant(s)

AMENDMENT A

Commissioner for Patents  
Mail Stop AMENDMENT  
P.O. Box 1450  
Alexandria, VA 22313-0001

Sir:

In response to the Office Action of June 7, 2004, please amend the above-identified  
application as follows:

<b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>				Docket No. 77779	
Applicant(s): Craig R. Shambaugh et al.					
Application No. 09/670,093	Filing Date 09/26/2000	Examiner Albertali, Brian Louis	Customer No. 24628	Group Art Unit 2655	Confirmation No. 3663
Invention: <b>METHOD OF CREATING SCRIPTS BY TRANSLATING AGENT/CUSTOMER CONVERSATIONS</b>					
			<b>COMMISSIONER FOR PATENTS:</b> RECEIVED SEP 14 2004 Technology Center 2600		
Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.					
<b>CLAIMS AS AMENDED</b>					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	26 -	26 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	4 -	4 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
<b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT</b>					<b>\$0.00</b>
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account <input type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. <input type="checkbox"/> Payment by credit card. Form PTO-2038.					
<b>WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.</b>					
 _____ Signature			Dated: September 7, 2004		
CC:			I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on 09/07/04 _____ (Date)  _____ Signature of Person Mailing Correspondence <b>Jon P. Christensen</b> _____ Typed or Printed Name of Person Mailing Correspondence		